

# American Broadband

1605 Washington Street • P.O. Box 400 • Blair, NE 68008

888.262.2661 • www.abbnebraska.com

REDACTED – FOR PUBLIC INSPECTION

June 30, 2015

Received & Inspected

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, DC 20554

JUL - 6 2015

FCC Mail Room

**Re: *In the Matter of ETC Annual Reports and Certifications, Connect America Fund, A National Broadband Plan for Our Future, Establishing Just and Reasonable Rates for Local Exchange Carriers, High-Cost Universal Service Support, Developing a Unified Intercarrier Compensation Regime, Federal-State Joint Board on Universal Service, Lifeline and Link-Up, Universal Service Reform – Mobility Fund, ETC Annual Reports and Certifications, WC Docket Nos. 10-90, 07-135, 05-337, 03-109, 14-58, CC Docket Nos. 01-92, 96-45, GN Docket No. 09-51, WT Docket No. 10-208***

DOCKET FILE COPY ORIGINAL

Dear Ms. Dortch:

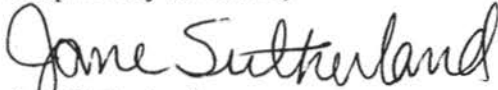
On behalf of Rock County Telephone Company, please find enclosed two copies of Rock County Telephone Company's FCC Form 481, along with the redacted versions of the Confidential Financial Information.

Also enclosed are copies of Rock County Telephone Company's redacted progress reports on its five-year service quality improvement plan.

One copy of the FCC Form 481, containing Confidential Financial Information is being filed under separate cover.

Please do not hesitate to contact me at (402) 426-6242 if you have any questions regarding this submission.

Respectfully submitted,



Jane Sutherland  
Customer Operations Manager  
Rock County Telephone Company

Encl.

No. of Copies rec'd  
List ABCDE

041

<b>FCC Form 481 - Carrier Annual Reporting</b> Data Collection Form	FCC Form 481 OMB Control No. 3060-0335/OMB Control No. 3060-0815 July 2013
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<b>&lt;010&gt; Study Area Code</b>	371586	<b>Received &amp; Inspected</b>
<b>&lt;015&gt; Study Area Name</b>	ROCK COUNTY TEL CO	
<b>&lt;020&gt; Program Year</b>	2016	<b>III - 6 2015</b>
<b>&lt;030&gt; Contact Name: Person USAC should contact with questions about this data</b>	Jane Sutherland	
<b>&lt;035&gt; Contact Telephone Number: Number of the person identified in data line &lt;030&gt;</b>	4024266242 ext.	<b>FCC Mail Room</b>
<b>&lt;039&gt; Contact Email Address: Email of the person identified in data line &lt;030&gt;</b>	jsutherland@americanbb.com	

ANNUAL REPORTING FOR ALL CARRIERS	S4-313 Completion Required	S4-422 Completion Required
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<b>&lt;100&gt; Service Quality Improvement Reporting</b>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;200&gt; Outage Reporting (voice)</b>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;210&gt;</b> <input type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;300&gt; Unfulfilled Service Requests (voice)</b> <input type="text" value="0"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;310&gt; Detail on Attempts (voice)</b> <div style="border: 1px solid black; height: 40px; width: 300px; margin-top: 5px;"></div>	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;320&gt; Unfulfilled Service Requests (broadband)</b> <input type="text" value="0"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;330&gt; Detail on Attempts (broadband)</b> <div style="border: 1px solid black; height: 40px; width: 300px; margin-top: 5px;"></div>	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;400&gt; Number of Complaints per 1,000 customers (voice)</b>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;410&gt; Fixed</b> <input type="text" value="0.0"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;420&gt; Mobile</b> <input type="text" value="0.0"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;430&gt; Number of Complaints per 1,000 customers (broadband)</b>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;440&gt; Fixed</b> <input type="text" value="0.0"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;450&gt; Mobile</b> <input type="text" value="0.0"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;500&gt; Service Quality Standards &amp; Consumer Protection Rules Compliance</b>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;510&gt;</b> <div style="border: 1px solid black; height: 40px; width: 350px; margin-top: 5px;">371586ne510.pdf</div>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;600&gt; Functionality in Emergency Situations</b>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;610&gt;</b> <div style="border: 1px solid black; height: 40px; width: 350px; margin-top: 5px;">371586ne610.pdf</div>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;700&gt; Company Price Offerings (voice)</b>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;710&gt; Company Price Offerings (broadband)</b>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;800&gt; Operating Companies and Affiliates</b>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;900&gt; Tribal Land Offerings (Y/N)?</b> <input type="radio"/> <input checked="" type="radio"/>	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1000&gt; Voice Services Rate Comparability Certification</b> <input type="text" value="Yes"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1010&gt;</b> <div style="border: 1px solid black; height: 40px; width: 350px; margin-top: 5px;"></div>	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1100&gt; Certify whether terrestrial backhaul options exist (Yes or No)</b> <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1110&gt;</b>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1200&gt; Terms and Condition for Lifeline Customers</b>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

<b>&lt;2000&gt;</b>	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;2005&gt;</b>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

<b>&lt;3000&gt;</b>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;3005&gt;</b>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

(100) Service Quality Improvement Reporting  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	371586
<015>	Study Area Name	ROCK COUNTY TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035>	Contact Telephone Number - Number of person identified in data line <030>	4024266242 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbb.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
	If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5	
<111>	year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

371586ne112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

Yes
Yes
Yes
Yes
Yes
Not Applicable



(200) Service Outage Reporting (Voice)  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	371586
<015>	Study Area Name	ROCK COUNTY TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035>	Contact Telephone Number - Number of person identified in data line <030>	4024266242 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbb.com

[illegible]

(700) Price Offerings Including Voice Rate Data  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	371586
<015>	Study Area Name	ROCK COUNTY TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035>	Contact Telephone Number - Number of person identified in data line <030>	4024266242 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbb.com

<701>	Residential Local Service Charge Effective Date	1/1/2015
<702>	Single State-wide Residential Local Service Charge	19.95

[illegible]

<010>	Study Area Code	371586
<015>	Study Area Name	ROCK COUNTY TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035>	Contact Telephone Number - Number of person identified in data line <030>	4024266242 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbb.com

[illegible]



(800) Operating Companies Data Collection Form	FCS Form 481 OMB Control No. 3060-0988/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	371586
<015>	Study Area Name	ROCK COUNTY TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035>	Contact Telephone Number - Number of person identified in data line <030>	4024266242 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbb.com
<810>	Reporting Carrier	Rock County Telephone Company
<811>	Holding Company	American Broadband Communications et al.
<812>	Operating Company	Rock County Telephone Company

[illegible]

(900) Tribal Lands Reporting  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code 371586  
 <015> Study Area Name ROCK COUNTY TEL CO  
 <020> Program Year 2016  
 <030> Contact Name - Person USAC should contact regarding this data Jane Sutherland  
 <035> Contact Telephone Number - Number of person identified in data line <030> 4024266242 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> jsutherland@americanbb.com

&lt;910&gt; Tribal Land(s) on which ETC Serves

--

&lt;920&gt; Tribal Government Engagement Obligation

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Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.  
 <922> Feasibility and sustainability planning;  
 <923> Marketing services in a culturally sensitive manner;  
 <924> Compliance with Rights of way processes  
 <925> Compliance with Land Use permitting requirements  
 <926> Compliance with Facilities Siting rules  
 <927> Compliance with Environmental Review processes  
 <928> Compliance with Cultural Preservation review processes  
 <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable



**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 484

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2018

<010>	Study Area Code	371586
<015>	Study Area Name	ROCK COUNTY TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035>	Contact Telephone Number - Number of person identified in data line <030>	4024266242 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbb.com

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

## (1200) Terms and Condition for Lifeline Customers

Lifeline

Data Collection Form

PCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code	371586
<015> Study Area Name	ROCK COUNTY TEL CO
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035> Contact Telephone Number - Number of person identified in data line <030>	4024266242 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbb.com

371586ne1210.pdf

&lt;1210&gt; Terms &amp; Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

&lt;1220&gt; Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation  
Data Collection Form  
Including Rate of Return Carriers affiliated with Price Cap Local Exchange Carriers

FCG Form 481

OMB Control No. 3050-0986/OMB Control No. 3050-0819

July 2013

<010>	Study Area Code	371588
<015>	Study Area Name	ROCK COUNTY TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035>	Contact Telephone Number - Number of person identified in data line <030>	4024266242 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbb.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

**Incremental Connect America Phase I reporting**

- <2010> 2nd Year Certification (47 CFR § 54.313(b)(1)i)  
<2011a> 3rd Year Certification (47 CFR § 54.313(b)(1)ii)  
<2011b> Attachment (47 CFR § 54.313(b)(1)ii)

Name of Attached Document(s) Listing Required Information

**Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))**

- <2012> 2013 Frozen Support Calculation (47 CFR § 54.313(c)(1))  
<2013> 2014 Frozen Support Calculation (47 CFR § 54.313(c)(2))  
<2014> 2015 Frozen Support Calculation (47 CFR § 54.313(c)(3))  
<2015> 2016 and future Frozen Support Calculation (47 CFR § 54.313(c)(4))

**Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))**

- <2016> Certification Support Used to Build Broadband

**Connect America Phase II Reporting (47 CFR § 54.313(e))**

- <2017> 3rd year Broadband Service Certification  
<2018> 5th year Broadband Service Certification  
<2019> Interim Progress Certification  
<2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document(s) Listing Required Information



(3000) Rate Of Return Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0386/OMB Control No. 3060-0819

July 2013

<010> Study Area Code 371586  
 <015> Study Area Name ROCK COUNTY TEL CO  
 <020> Program Year 2016  
 <030> Contact Name - Person USAC should contact regarding this data Jane Sutherland  
 <035> Contact Telephone Number - Number of person identified in data line <030> 4024266242 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> jsutherland@americanbb.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

- (3010) Progress Report on 5 Year Plan  
 Milestone Certification (47 CFR § 54.313(f)(1)(i))

371586ne3010.pdf

Name of Attached Document Listing Required Information

- (3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☒

371586ne3012.pdf

- (3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii))

Name of Attached Document Listing Required Information

- (3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))  
 (3014) If yes, does your company file the RUS annual report

(Yes/No)

(Yes/No)



Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

- (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) ☐  
 (3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

- (3018) If the response is no on line 3014, is your company audited?

(Yes/No)



If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications ☒  
 (3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☒  
 (3021) Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit ☒

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, ☐  
 (3023) Underlying information subjected to a review by an independent certified public accountant ☐  
 (3024) Underlying information subjected to an officer certification. ☐  
 (3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

371586ne3026.pdf

- (3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Disclosure (Continued)	FCC Form 481
Data Collection Form	OMB Control No. 3060-0061/OMB Control No. 3060-0019
	July 2013

<010> Study Area Code	371586
<015> Study Area Name	POKE COUNTY TEL CO
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035> Contact Telephone Number - Number of person identified in data line <030>	4024266242 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbb.com

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends


Certification - Reporting Carrier Data Collection Form	FCC Form 487 OMB Control No. 3060-0586/OMB Control No. 3980-0819 July 2013
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<010> Study Area Code	371586
<015> Study Area Name	ROCK COUNTY TEL CO
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035> Contact Telephone Number - Number of person identified in data line <030>	4024266242 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbb.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: ROCK COUNTY TEL CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/26/2015
Printed name of Authorized Officer: Joe Jetensky	
Title or position of Authorized Officer: President	
Telephone number of Authorized Officer: 4024266245 ext.	
Study Area Code of Reporting Carrier: 371586	Filing Due Date for this form: 07/01/2015
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	



## Attachments

### Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	371586
<015>	Study Area Name	ROCK COUNTY TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035>	Contact Telephone Number - Number of person identified in data line <030>	4024266242 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbb.com

&lt;220&gt;

[illegible]

Rock County Telephone Company

**Certification of Compliance with Applicable Service Quality Standards and Consumer Protection Rules for Voice and Broadband Services**

Service quality standards and consumer protection rules for broadband are not as defined as the rules for voice services. The Company complies with any service quality standards and consumer protection rules for broadband that are out there now and any that will be defined in the future.

Service Quality Standards

For voice services, the Company:

- Provides voice grade access to the public switched network.
- Provides flat rated local exchange service with no additional charge to end users.
- Provides access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911.
- Provides toll blocking and toll limitation services.

For voice and broadband services, the Company:

- Advertises the availability of its services and the charges using media of general distribution and/or on its website.
- Maintains a business office providing customers with access to a customer service representative either in person or via a local telephone call or toll-free telephone number during business hours.
- Directs after hour calls to the Company's help desk.
- Directs trouble reports to the on-call technician.
- Tracks all service orders to ensure they are completed in a timely manner.
- Measures its service connection and service interruption performance on a regular basis.
- Trains employees to:
  - Answer all incoming calls promptly.
  - Respond to all inquiries for information promptly and courteously.
  - Investigate thoroughly all customer complaints and handle appropriately according to the Company's guidelines for resolution of customer complaints.
  - Be knowledgeable about products and service offerings so they can assist the customer with selecting the best service option.
- Has a process for periodic inspection, testing and preventive maintenance of its equipment to permit the rendering of safe, adequate and continuous service at all times.
- Meets or exceeds the standards established by the state commission and provides any reports required in accordance with the state commission's rules.

Consumer Protection Rules

The Company has established operating procedures designed to facilitate compliance with applicable consumer protection rules which include compliance with the Customer Proprietary Network Information (CPNI) rules. The operating procedures include:

- Appointment of a compliance officer.
- A manual detailing the specific procedures for protecting consumer information.
- Employee training on an annual basis.
- A disciplinary process for improper use of consumer information.



FCC Form 481 – Line 510

If complaints are filed with the Company regarding consumer protection rules, the complaint is immediately investigated, the matter tracked and any corrective action noted. This process ensures that problems are addressed and corrections made.

**ARLINGTON TELEPHONE CO.  
BLAIR TELEPHONE CO.  
EASTERN NEBRASKA TELEPHONE CO.  
ROCK COUNTY TELEPHONE CO.  
HUNTEL CABLEVISION, INC.**

**BACK-UP POWER**

All switches are designed for 8 hour battery back up and all have a fixed standby generator that starts within minutes of a power failure with enough power to power everything in the office including air conditioning.

All DLC's and AFC's are designed with 4 hour battery backup. We also have portable generators that can be moved to the DLC if the power outage goes beyond 4 hours.

**REROUTING OF TRAFFIC AROUND DAMAGED FACILITIES**

All out state exchanges have common trunks to the Blair Tandem routed over a fiber ring. Blair and Arlington switches are located in the same building as the Blair Tandem. The facilities from Blair to Century Link and the IXC's in Omaha are fiber redundant. All switches also have an alternant route to the Century Link Tandem. Originating traffic would automatically reroute if the Blair Tandem failed but the terminating traffic would need to be rerouted by the carrier. The same local loop serves both the voice and broadband service to the subscriber.

**TRAFFIC SPIKES**

Capacity from the DLC's to the switch is designed at an industry standard 4 to 1 ratio. The switches are non-blocking. The trunk capacity to the IXC's is controlled by the IXC. They add or remove trunks depending on the volume of traffic. The trunk capacity to the Century Link tandem is also controlled by Century Link. Most trunk traffic is designed for high busy hour traffic capacity. It would be cost prohibitive to design for non blocking during and emergency situation. The broadband pipe to the world includes enough capacity to carry 20% more data than the peak usage times.

<010>	Study Area Code	371586
<015>	Study Area Name	ROCK COUNTY TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035>	Contact Telephone Number - Number of person identified in data line <030>	4024266242 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbb.com

**<701> Residential Local Service Charge Effective Date**

1/1/2015

**<702> Single State-wide Residential Local Service Charge**

19.95

<703>

[illegible]



<010>	Study Area Code	371586
<015>	Study Area Name	ROCK COUNTY TEL CO
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[illegible]

[800] Operating Companies  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0919

July 2013

<010>	Study Area Code	371586
<015>	Study Area Name	ROCK COUNTY TEL CO
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbb.com
<810>	Reporting Carrier	Rock County Telephone Company
<811>	Holding Company	American Broadband Communications et al.
<812>	Operating Company	Rock County Telephone Company

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Cameron Telephone Company, LLC (LA)	270425	Cameron Communications
	Cameron Telephone Company, LLC (TX)	440425	Cameron Communications
	Elizabeth Telephone Company, LLC	270430	Cameron Communications
	LBH, LLC	279014	Cameron Communications
	Interior Telephone Company	613011	TelAlaska
	Mukluk Telephone Company, Inc.	613016	TelAlaska
	TelAlaska Cellular Inc.	619013	
	K.L.M. Telephone Company	421900	American Broadband
	Holway Telephone Company	421929	American Broadband
	Arlington Telephone Company	371517	
	The Blair Telephone Company	371524	
	Eastern Nebraska Telephone Company	371542	
	HunTel Cablevision Inc.	379016	HunTel Communications
	AMA Communications, LLC	449020	
	Dialog Telecommunications, Inc. (KY)	269011	
	Dialog Telecommunications, Inc. (MS)	289012	
	Cameron Communications, LLC		Cameron Communications
	N.W. Communications Co.		American Broadband
	TelAlaska Long Distance, Inc.		TelAlaska Networks



**Rock County Telephone Company**

**Nebraska Telephone Assistance Program Terms and Conditions**

**Nebraska Telephone Assistance Program**

The Nebraska Telephone Assistance Program (NTAP) is available for qualifying customers of Rock County Telephone Company. NTAP assistance reduces the cost of basic, monthly local telephone service. Eligible consumers can receive up to \$12.75 per month in discounts. In addition, the Federal Universal Service Charge is not assessed to consumers participating in NTAP. Toll Blocking prevents the placement of all long distance calls for which a subscriber would be charged. Toll blocking is available to eligible consumers at no cost. Also, by choosing this option, consumers are usually not charged a deposit.

NTAP is administered by the Nebraska Public Service Commission.

**NTAP Eligibility Information**

**Program Based Eligibility**

To qualify for NTAP, subscribers must either have an income that is at or below 135% of the Federal Poverty Guidelines, or the subscriber, one or more of the subscriber's dependents, or the subscriber's household must receive benefits from one of the following assistance programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance (Section 8)
- Medicaid
- Children's Health Insurance Program/Kids Connection (SAM, MAC or EMAC)
- Supplemental Nutrition Assistance Program (SNAP); (formerly the Food Stamps Program)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program Free Lunch program
- State assistance programs (if applicable)

To receive an NTAP application, contact your local *Health and Human Services* agency caseworker or the *Nebraska Public Service Commission*, 1200 N Street, Suite 300, PO Box 94927, Lincoln, NE 68508-4927, Phone: 402-471-3101, Toll Free: 1-800-526-0017 or <https://ntap.gisworkshop.com/>

NTAP applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means.

Acceptable documentation of program-based eligibility includes: current or prior year's statement of benefits from a qualifying state, federal or Tribal program; notice letter of participation in a qualifying state, federal or Tribal program; program participation documents; or another official document evidencing the consumer's participation in a qualifying state, federal or Tribal program.

**Income Based Eligibility**



In addition, consumers are eligible for NTAP if their household income is at or below 135% of the federal poverty guidelines.

2015 Federal Poverty Guidelines – 135%

Household Size	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$15,889	\$19,872	\$18,292
2	\$21,505	\$26,892	\$24,745
3	\$27,121	\$33,912	\$31,198
4	\$32,737	\$40,932	\$37,651
5	\$38,353	\$47,952	\$44,104
6	\$43,969	\$54,972	\$50,557
7	\$49,585	\$61,992	\$57,010
8	\$55,201	\$69,012	\$63,463
For each additional person, add	\$5,616	\$7,020	\$6,453

Acceptable documentation of income eligibility includes: prior year's state, federal or Tribal tax return; current income statement from an employer or paycheck stub; social security statement of benefits; Veterans Administration statement of benefits; retirement/pension statement of benefits; unemployment/workmen's compensation statement of benefits; federal or Tribal notice of letter participating in General Assistance; or a divorce decree or child support award or other official document containing income information.

#### **Tribal Eligibility**

A subscriber who lives on Tribal lands and is an eligible resident of Tribal lands is eligible for Tribal Lifeline service or Tribal Link Up if the subscriber, one or more of the subscriber's dependents, or the subscriber's household participates in any of the above-listed qualifying assistance programs or one of the following Tribal-specific federal assistance programs: Bureau of Indian Affairs General Assistance; Tribally Administered Temporary Assistance for Needy Families; Head Start (if income eligibility criteria are met); or the Food Distribution Program on Indian Reservations (FDPIR). Tribal subscribers may also qualify if the household income is at or below 135% of the Federal Poverty Guidelines.

Tribal subscribers should contact Rock County Telephone Company for additional information on Tribal Lifeline and Tribal Link Up.

#### **Numbers of Minutes-of-Use Provided as Part of NTAP Program Service**

Rock County Telephone Company's Voice NTAP service includes unlimited local minutes-of-use within the toll-free calling area. Rock County Telephone Company's Voice NTAP Plan does not include any free minutes-of-use for toll. Toll is billed at the standard toll rate depending on which interexchange carrier the consumer subscribes to for toll service. As part of the NTAP service, Toll blocking is available to eligible consumers at no cost.

**Rates**

Subscribers may receive the NTAP credit on any type or grade of local service, including bundled services that are normally offered by Rock County Telephone Company. Advertised rates do not include any applicable taxes or surcharges.

**Recertification of NTAP Eligibility**

NTAP recipients are required to recertify their eligibility annually. Failure to properly recertify a recipient's continued eligibility for NTAP will result in termination of the NTAP recipient's monthly NTAP discount and de-enrollment from NTAP.

**Additional NTAP Program Information**

NTAP is limited to one benefit per household, consisting of either wireline or wireless service. A household is defined as an individual or group of individuals who live together at the same address and share income and expenses. NTAP is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.